

Further information

Further action

If you feel that the governing body has acted unreasonably in the handling of the complaint you can complain to the Department for Education after the procedure has been completed.

Ofsted will also consider complaints about schools. You can contact Ofsted if you feel that a school is not run properly and needs inspecting. Ofsted will not look into problems with individual students. This course of action is only available if the school complaints procedure has already been followed.

Unreasonable complaints

For the definition of unreasonable complaints please see the school's complaints policy. If a complainant's behavior causes an unreasonable level of disruption we may specify methods of communication and limit the number of contacts using a communication plan.

Charlwood Village Primary School

*Chapel Road, Charlwood, Surrey
RH6 0DA*

01293 862302

office@charlwood.surrey.sch.uk

**A brief guide to the
Charlwood Village
Primary School
complaints policy**

Procedural advice

For procedural advice please contact the Headteacher or Clerk to Governors.

Advice is also available from Surrey County Council.

Surrey County Council contact details

Telephone: 03456 009 009 (8am-6pm weekdays, excluding bank holidays)

Email: contactcentre@surreycc.gov.uk



Introduction

Charlwood Village Primary School

endeavours to provide the best education possible for all of our pupils in an open and transparent environment. We welcome any feedback that we receive from parents, pupils and third parties, and we accept that not all of this will be positive. Where concerns are raised the school intends for these to be dealt with:

- Fairly
- Openly
- Promptly
- Without prejudice

In the first instance, concerns should be raised informally with the relevant member of staff, who will make time to talk to you and seek a solution. If you are not satisfied with this response, then the procedure outlined on pages 2 and 3 should be followed.

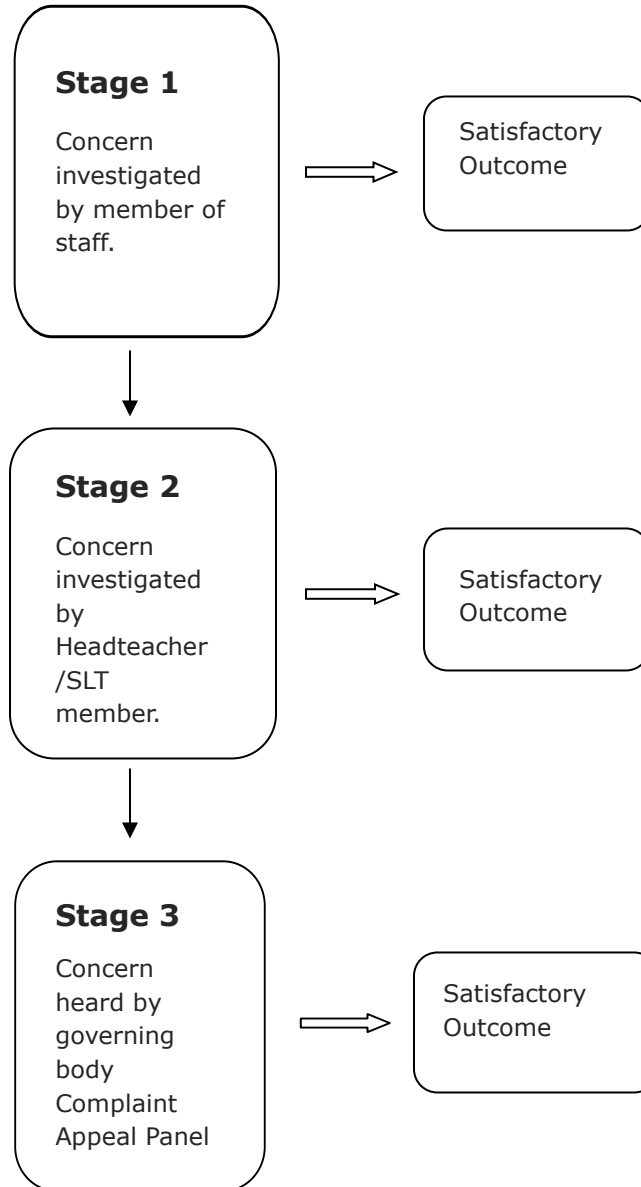
However, if your complaint relates to:

- Child Protection/Safeguarding
- Admission to School
- Pupil Exclusion
- Special Educational Needs and Disabilities (SEND)

Please ring the Surrey County Council Contact Centre on 03456 009 009 and they will put you in touch with the appropriate team who will advise you further.

You can obtain a copy of the school's full complaints policy from the school office or website www.charlwood.surrey.sch.uk

Stages of the Charlwood Village Primary School complaints procedure



(2)

(3)

Stage 1

Concerns should be expressed in writing to the relevant member of staff, who will investigate and respond in writing.

Stage 2

If you remain dissatisfied, please complete the Stage 2 complaint form (available from the school office) and return it to the Headteacher. The Headteacher or a member of the Senior Leadership Team (SLT) will investigate and respond to your concerns.

Stage 3

If the Headteacher/ member of SLT has been unable to resolve the issues to your satisfaction, write to the Clerk to Governors (care of the school address). A panel of three governors will be convened to review your complaint.

Mediation

In some cases mediation may be available to assist in resolving your concerns. Please contact the school for further details.